

## Zach's News

August 5, 2010

Georgia Southern University, Zach S. Henderson Library

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# Home (Remote) Access to LexisNexis Academic Not Working

August 5, 2010

Dear GALILEO Users,

Home (Remote) access to LexisNexis Academic is currently not working. The problem appears to be universal, as other libraries across the country have reported similar issues. The issue has been reported to LexisNexis technical support and we are awaiting a response. LexisNexis Academic is available to most academic institutions through GALILEO.

When users access LexisNexis from remote locations, they never get connected to the site. Eventually a "Page cannot be displayed" error. Others simply get a blank screen.

We apologize for any inconvenience this may cause you. Updates related to this problem will be posted here and to the GALILEO Status Page.

GALILEO News and GALILEO Status Announcements are also posted to the GALILEO homepage. RSS Feeds of all news items and status announcements are available. Please consider subscribing to these feeds here:

- GALILEO Status: <http://status.galileo.usg.edu/site/feed/>
- GALILEO News: <http://about.galileo.usg.edu/news/feed/>

Please submit a comment to GALILEO at <http://www.galileo.usg.edu/contact> if you have further questions.

Thanks,  
Katie

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